

Amendments to the Claims:

The listing of claims will replace all prior versions, and listings, of claims in the application.

Listing of Claims:

1. (Currently Amended) A system for establishing communications between a client and a service provider which comprises:

a plurality of databases for respectively storing collected information;

a base facility;

a communicator at the base facility for integrating a plurality of disparate modules ~~interconnected~~ with each other ~~at said base facility~~, wherein each said module has a dedicated database and is integrated with other said databases in said plurality of databases for consolidation of interactive information and collective use thereof by the client ~~use of the collected information therein~~ when performing a specified task; and

~~a facility communicator for use by the client to access a selected said module at said base facility; and~~

a source communicator for use by the service provider when communicating with the client through one said module for performance of the specified task.

2. (Original) A system as recited in claim 1 wherein said plurality of modules comprises:

at least one information and communication module for managing and analyzing the performance of the specified task; and

at least one support module for expediting and verifying the implementation of the specified task.

3. (Original) A system as recited in claim 2 further comprising an error correction module having an error database.

4. (Original) A system as recited in claim 2 wherein one said information and communication module is a Help/Request/Task module comprising:

a means for accessing a predetermined entity of the service provider;

a means for accessing a predetermined entity of the customer;

a means for approving and forwarding information from one said entity to another said entity;

a means for tracking and managing the performance of the specific task;

and

a means for updating the collected information.

5. (Original) A system as recited in claim 2 wherein one said support module is a Survey module comprising:

a means for analyzing the collected information in said plurality of databases over a defined time period;

a means for combining and comparing the collected information; and

a means for defining a set of criteria for evaluating the collected information.

6. (Original) A system as recited in claim 5 wherein said set of criteria comprises:

client categories;

comment categories;

survey categories;

number of occurrences;

number of occurrences per client category; and

number of occurrences per survey category.

7. (Original) A system as recited in claim 1 wherein said plurality of databases comprise:

- a service provider performance database;
- a client satisfaction database;
- a maintenance database;
- a best practices database; and
- an error database.

Claims 8-20 (Cancelled)